



To: Zero Waste Advisory Commission

From: Ken Snipes
Director
Austin Resource Recovery

Date: November 10th, 2021

Subject: Director's Monthly Report to the Zero Waste Advisory Commission

2020 ARR Residential Customer Survey Results Summary

The ARR annual Residential Customer Survey is conducted through ARR's Quality Assurance Residential Quality Services and Austin Energy's Data Analytics and Business Intelligence teams. This year we incorporated an email and phone component to capture responses from all demographics. By adding the phone component, there was a significant increase in the number of Spanish-speaking customers that completed the survey.

Following are some key findings of the results:

- Our customers value our service
- 922 responses were captured
- 55 customers completed the survey in Spanish (over the phone)
- Satisfaction with ARR employees is 89%
- Overall satisfaction with ARR is at 78%
- The value of ARR service is at 76%

See the attached presentation for more detailed results.

Give a Great Story Holiday Campaign

The Circular Economy Program's annual 'Give a Great Story' campaign encourages Austin residents to give zero waste gifts during the holiday season — ideas include giving experiences (concert tickets), shared or reused items (vintage jacket from the thrift store), and repaired items (fix a broken guitar). The campaign hopes to replace the need to buy new things during the busiest holiday shopping season of the year.

This year, our campaign will promote the relaunch of the ReUse Directory. The ReUse directory is a tool that will help residents locate items and services that are at the heart of giving a great story. Part of our campaign will include a collaboration with Recycled Reads through a curated 'Give a Great Story' section in their store. Also, ARR will be hosting two making workshops to teach residents how to create new, wonderful gifts out of old or discarded materials.

End of the Year Recap Austin Resource Recovery 2021

1. Completion of Curbside Compost Collection Program. The final expansion, in January 2021, provided service to all remaining ARR customers after a four-year phased-in approach that began in 2017. ([HE.D.4](#))
2. Multifamily Compost Pilot. Recruited multifamily properties to participate in 6 months of composting service to measure opportunities, challenges, and cost impacts of composting with multifamily tenants. ([HE.E.1](#))
3. Circular Economy Businesses Created & Expanded through Innovative Programming. Launched the establishment and expansion of local circular businesses through regular business retention visits, Circular Meetups, and unique events. The inaugural Circular Austin Showcase connected circular economy businesses and entrepreneurs with potential investors in the region and awarded \$3,000 to a pitch event winner. The 6th annual ReVerse Pitch Competition awarded \$12,000 to social entrepreneurs to develop business ideas that repurposed local waste streams and added a new accelerator program for competition winners. ([EOA.A.6](#))
4. Recollect Scheduling Tool Enhancements. In response to both the pandemic and winter storm Uri, staff updated the scheduling tool to include options to schedule appointments for the Recycle and Reuse Drop Off, as well as communicate about services delays or changes. ([GTW.B.5](#))
5. Launched US Plastic Pact's Roadmap to 2025. The City of Austin, along with nearly 100 government entities, companies, nongovernmental organizations (NGOs), research institutions, and other stakeholders launched an aggressive national strategy outlining targets to realize a circular economy for plastics in the United States by 2025. ([HE.D.4](#))

Awards and Recognition

- 2021 [Gold Rank Award from the International Economic Development Council](#) for the Circular Economy Program
- [Grant award \(\\$600,000\) from the Environmental Protection Agency's EPA Brownfield Office](#)
- ARR was selected to serve on [the Advisory Council of the US Plastics Pact](#) after joining as an inaugural activator
- Excellence in Wastewater Pretreatment for 7 years (landfill) and 12 years (Mabel Davis)

Vehicle Fleet Technology Upgrade (VFTU) Update

The Vehicle Fleet Technology Upgrade (VFTU) replaces SWTS (ARR's old cart system) with Fleet Mind's RMS Cart System. The new cart system will facilitate the automation of manual processes. The project consists of three segments, the in-vehicle technology installation, the integration of the City of Austin Billing System with a Route Management System (RMS), and the integration of the Austin 311 Service Request System with RMS.

Each segment of the VFTU Project has a separate implementation date:

- The first segment, the in-vehicle technology installations, was deployed incrementally after the Pilot Phase (per the contract bid sheet) and is completed.
- The second segment, the billing and cart systems integration, was completed on July 12, 2021.
- The final segment, the carts and service request system integration, was completed on October 26, 2021.
Since all the phases of the project are now completed, the Project Manager and CTM will begin the closeout process, which will conclude by December 31, 2021.

The following is the high-level reporting for the VFTU Project 10 significant components:

PROJECT COMPONENTS PERCENT COMPLETION

1. Contract Management 85% - will end when project closeout is completed 12/31/2021
2. Department Wide Communication 70% - ongoing
3. Hardware Install and Reinstall 90% - 14 reinstalls pending the purchase of new vehicles
4. Inventory Management 90% - 14 reinstalls pending the purchase of new vehicles
5. Invoicing 80% - Ongoing
6. Project Budget Update 80% - pending final milestone completion
7. Software Maintenance 80% - pending in-vehicle software update
8. SWTS Data Transitions 85% - transition completed in Test system— next phase transfer from Test to PROD
9. System Training 90% - ongoing monthly training
10. Testing: 3 Systems software and hardware integration 100% - All phases of RMS system integration completed

Austin Resource Recovery Homeless Update

Collaboration Across All City Departments

The foundation of the Clean City Strategy is communication and collaboration across all City departments. For most residents, it is hard to know the difference between spaces maintained by Public Works, ARR, PARD, or Watershed Protection. Each department has different mandates for how land is to be used and maintained. By working together across the organization, public health and safety needs in the community can be handled appropriately and efficiently. The result is a cleaner, safer Austin for residents and visitors to experience.

Austin Resource Recovery staff facilitates a standing weekly meeting amongst all City of Austin departments for updates, issues/concerns, and strategies. Pertinent information is shared within this team.

ARR Department Homelessness Efforts

During Fiscal Year 21, ARR continued to provide daily collection service at Violet Bag locations around the city. Over the year, the program grew from 28 sites to a total of 49 sites. ARR crews participated in camp cleanups with Public Works as well as handled on-demand cleanings by request. In all, ARR removed over 500 tons of debris from encampments during the fiscal year.

ARR also partnered with Austin Public Health, Austin Police, and other departments to help with the HEAL initiative which prioritized moving residents into housing at four encampment sites, based on safety concerns. The four sites included: Terrazas Branch Library, Highway 71/Manchaca, Buford Tower/City Hall, and 183/Oak Knoll.

ARR has seen a decrease in encampments due to the passage of the statewide camping ban. However, staff continues to provide litter removal at numerous underpass locations based on activity levels. The department is also playing an active role in assisting Parks and Recreation and Watershed Protection with encampment cleanings on other City properties.

Public Space Cleaning Service

Multiple City of Austin departments are responsible for keeping the City of Austin-owned underpasses and other public spaces used by people experiencing homelessness clear of potentially hazardous clutter and debris. In 2019 these departments began coordinating cleaning schedules, standards, and practices. The Public Space Cleaning Service provides in-person assistance and guidance for cleaning areas while they are inhabited, removing items that are either trash or not allowed for safety reasons.

Notices of the cleaning service are posted 72 hours in advance with information about what will happen, when it will happen, and how residents can best participate. There is also a supplemental posting with information about how to access services addressing homelessness. While the program was briefly suspended because of COVID-19, it resumed in July 2020 with pre-cleaning delivery of trash bags, gloves, and masks for residents.

Violet Keep Safe Storage

In 2020 the City of Austin launched the Violet Keep Safe Storage program, a transitional storage service that helps people experiencing homelessness keep their possessions safe while navigating their way around the community and out of homelessness. Inspired by programs in other communities, the Office of Design and Delivery collaborated with the Austin Homeless Advisory Council (AHAC) and members of the Austin design community to develop a pilot housed at the former HealthSouth parking garage.

The Storage Center has approximately 300 storage bins with locks available to hold important documents, meaningful keepsakes, and bulky personal items, lightening the load for appointments with service providers or potential employers. Staffed by people with lived experience of homelessness, the City plans to partner with community organizations to extend the capacity, reach, and impact of storage across Austin. ARR formerly managed the Violet Keep Safe Storage Program. This is now handled by Downtown Austin Community Court (DACC).

Trash/Water Wheel on Lady Bird Lake Update

ARR will research the feasibility of placing a trash/water wheel on Lady Bird Lake. Once the department's research is complete, it will provide the commission with an update.

ARR Fleet Purchases FY 22

In FY 20 Fleet Services entered into a Master Agreement which eliminates the need to go to Council each year and allows the City to order equipment on a reduced timetable. The agreement includes two, one-year options and allows for price increases each year.

Under the Master Agreement, ARR is scheduled to purchase the following types of equipment for FY 22.

Litter Abatement			
Number of Units	Type	Area	Fuel
1	Multi-pack	Curbside Compost	Biodiesel
2	13 Yard Rear Loaders	Homelessness	Biodiesel
2	Street Sweepers	Litter Control	Biodiesel
2	Box Grapple Cranes	Brush Collection	Biodiesel
2	40 Yard Roll Off Trucks	Bulk Collection	Biodiesel
1	4X4 ATV	Clean Creeks	Biodiesel
1	F250 Crew Cab	Litter Control	Biodiesel
1	2000 Gal. Flusher Truck	Litter Control	Biodiesel
1	Supervisor Pickup	Brush Collection	HEV
Collections			
Number of Units	Type	Area	Fuel
12	Automated Side Loaders	Garbage	Biodiesel
7	Automated Side Loaders	Recycle	Biodiesel
4	25-Yard Rear Loaders	Garbage	Biodiesel
5	13-Yard Rear Loaders	Garbage	Biodiesel
2	13-Yard Rear Loader	Recycle	Biodiesel
3	Supervisor Pickup	Garbage	HEV
Diversion Facilities			
Number of Units	Type	Area	Fuel
1	Tandem Haul Tractor	Landfill Closure	Biodiesel
1	Supervisor Pickup	Landfill Closure	HEV
1	2000 Gal. Flusher Truck	Brush Processing	Biodiesel
1	CAT Track Loader	Landfill Closure	Diesel
1	Brush Grinder	Brush Processing	Diesel
1	Service Body Truck	Brush Processing	Biodiesel
1	Supervisor Pickup	Building Services	E85/Gasoline
Operations Support/Administration			
Number of Units	Type	Area	Fuel
1	Supervisor Pickup	Vehicle Support	EV
1	ATV	Safety	E85/Gasoline
1	Chevy Bolt	Quality Assurance	EV
1	Small Pickup	Admin Management	E85/Gasoline
2	F450 Flat bed	Carts	Biodiesel

Total Units: 59

On-Call Bulk Update

Austin Resource Recovery began the On-Call Bulk Pilot for two residential routes in April 2018. One of the goals of the pilot is to provide customers with a flexible timeframe to set out bulk items versus the twice-per-year scheduled collections. The data below shows tonnages collected and diverted for FY 20 and FY 21. Tonnages for FY 20 are lower due to bulk routes being suspended for over six months due to COVID.

BULK ROUTE 9 TONNAGE

MATERIAL	FY20	FY21
BULK	133	252
METAL	4	5
APPLIANCES	2	2.2
ELECTRONICS	0.05	0.3
TIRES	2.4	3.4
FY TOTALS	141.5	262.9
DIVERSION	6.0%	4.1%

BULK ROUTE 23 TONNAGE

MATERIAL	FY20	FY21
BULK	161	259
METAL	15.1	16
APPLIANCES	4.5	8
ELECTRONICS	1	1
TIRES	0.3	2
FY TOTALS	181.9	286
DIVERSION	11.4%	9.4%

For both on-call routes, the most requested collection days are Tuesday and Wednesday with Bulk Route 23 representing over 60% of total collections.

ROUTE PARTICIPATION

ROUTE	FY20	FY21
ROUTE 9 COLLECTIONS	563	997
ROUTE 23 COLLECTIONS	995	1517
TOTALS	1558	2514

Diversion rates on the on-call routes are higher when compared to the scheduled bulk routes as more items are recovered for recycling.

SCHEDULED BULK ROUTE TONNAGE

MATERIAL	FY20	FY21
BULK	5,086	11,137
BULK RECYCLED	96.65	284.1
DIVERSION	1.90%	2.55%

ARR continues to provide on-call collections to the pilot routes and has made scheduling easier by adding the service to the ReCollect app. With the success of the pilot, ARR is in the process of determining how we can expand the program citywide with an anticipated rollout in FY 23. ARR is also developing a pilot for the On-Call Brush collection with an anticipated start in summer FY 22.



ARR Solicitations Update
as of October 25, 2021
ZWAC Meeting November 10, 2021

Upcoming Solicitations Under Development (in alphabetical order):

1. GIS Software: RFP – The Contractor shall design and develop database(s) and a survey platform to collect, organize, warehouse, and protect the relevant City waste diversion ordinance data of the businesses, properties, and food permittees, building permittees, and construction and demolition permittees affected by City waste diversion ordinances. No existing contract.
2. Household Hazardous Waste and Recycling Collection Services: ILA – The City will provide household hazardous waste, recycling, and other collection services for Travis County households located outside the incorporated limits of the City.

Solicitations Expected to be Posted Within the Next 90 Days:

1. Asbestos, Lead, and Mold Abatement Services: RFP – The Contractor shall provide removal, encapsulation, and disposition of asbestos, lead, particulate, and mold. No existing contract.
2. Solid Waste Industry Consulting Services: RFQS – The Consultants shall provide professional solid waste industry consulting services, including delivering industry knowledge, technical advice, and recommendations on solid waste industry marketing indexes and definitions on an as-needed basis. No existing contract.

Published Solicitations:

No updates.

Solicitations in Evaluation or Negotiation:

1. Post-Disaster Debris Removal and Disposal Services:– [RFP 1500 SLW3011](#) – This solicitation was posted on March 29, 2021, and closed on May 13, 2021. Contractor to provide emergency debris removal and debris disposal services in accordance with Federal Emergency Management Administration (FEMA) guidelines. No existing contract.
2. Post-Disaster Debris Monitoring Services: [RFP 1500 SLW3010](#) – This solicitation was posted on March 29, 2021, and closed on May 6, 2021. Contractor to provide emergency field debris monitoring services to include management and accounting services for monitoring the recovery efforts of the City's Post Disaster Debris Removal and Disposal Contractor. No existing contract.

Definitions:

CCO (Capital Contracting Office): Administers the procurement of professional and construction services.

CO-OP (Cooperative Contract): A contract that has been competitively bid and issued by another government or purchasing alliance with the intention of sharing it with other governmental entities.

ILA (Interlocal Agreement): A collaborative contract between local government entities (for example, ARR and a county, state, or school district) to provide more efficient and less costly services, where any payments are made from current revenues.

IFB (Invitation for Bid): Formal bidding documents inviting suppliers to submit pricing for goods or services.

RFI (Request for Information): Used to obtain industry input, feedback, or reactions from potential suppliers prior to issuing a solicitation.

RFQ (Request for Quotation): Informal request to suppliers to provide quotes on specific goods or services.

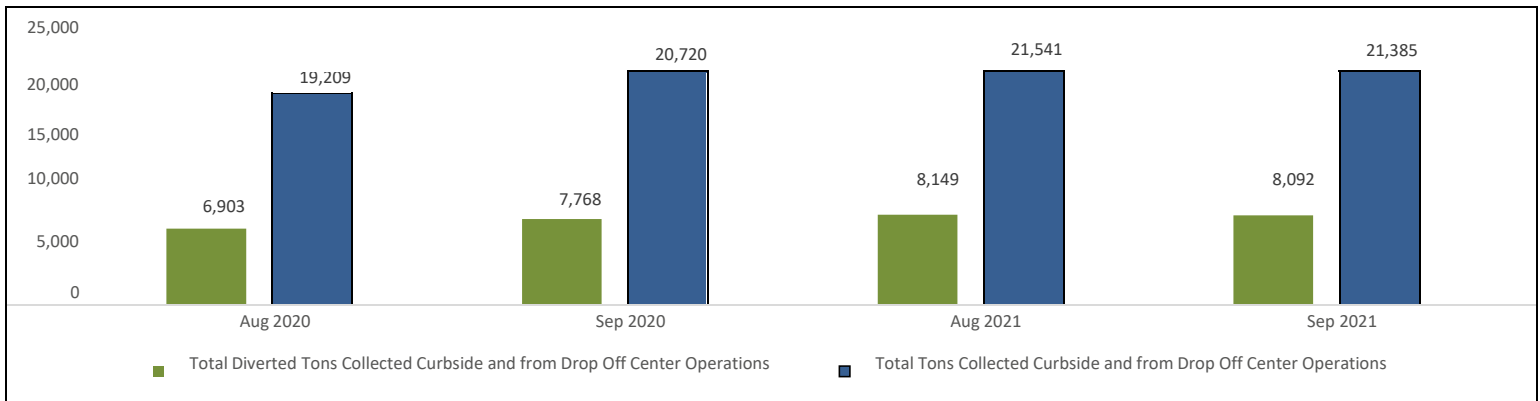
RFQS (Request for Qualifications): Formal solicitation is used when qualifications are the main criteria for professional services.

RFP (Request for Proposals): Formal request for a supplier to provide a solution and cost estimate to a complex need.

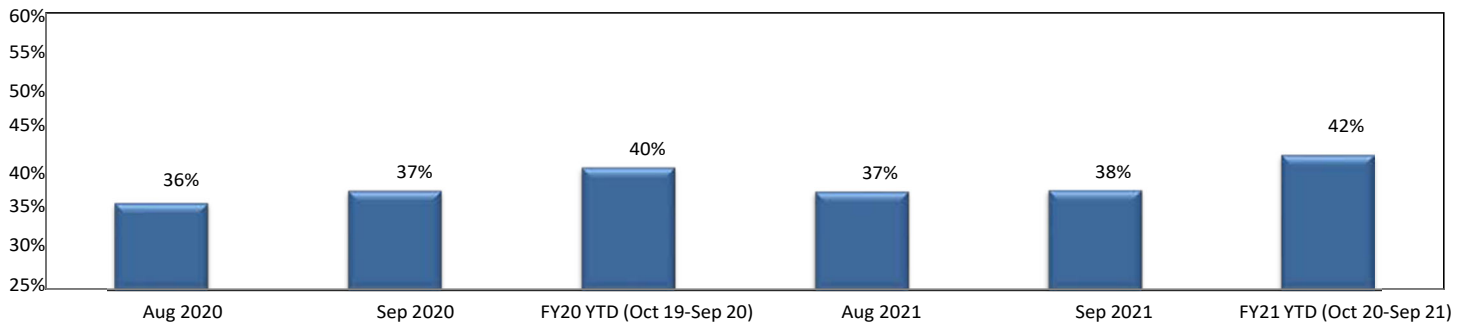
Austin Resource Recovery Curbside Collection and Drop Off Center Operations

		LAST FISCAL YEAR				CURRENT FISCAL YEAR				
Description of Services		FY 2019	FY 2020	Aug 2020	Sep 2020	FY20 YTD (Oct 19-Sep 20)	Aug 2021	Sep 2021	FY21 YTD (Oct 20-Sep 21)	FY 2021 Goal
Tons Disposed	Tons of curbside Trash	130,307	136,709	11,317	11,903	136,709	11,525	11,169	138,955	133,005
	Tons of Curbside Bulk Disposed	11,040	5,379	39	34	5,379	878	1,155	11,651	11,000
	HHW Operations Tons Disposed	517	347	33	27	347	75	74	765	600
	Estimated Tons of Curbside Recycling Residuals*	11,761	11,302	917	987	11,302	914	895	11,321	10,386
	Total Disposed Tons Collected Curbside and from Drop Off Center Operations	153,625	153,737	12,306	12,952	153,737	13,392	13,293	162,693	154,991
*Estimated tons of curbside recycling processed by vendors as residual-based on bi-annual sample route audit										
Tons Diverted	Tons of curbside recycling	47,528	52,122	4,238	4,549	52,122	4,043	4,042	51,709	52,604
	RRC Tons Recycled/Reused	2,259	1,218	7	8	1,218	135	134	1,323	2,400
	RRC Tons of Brush Collected	2,595	1,722	0	5	1,722	38	4	563	2,000
	HHW Operations Tons recycled/reused	477	247	20	11	247	39	22	222	550
	Tons of Drop Off Center Collections Recycled/Reused	5,073	3,060	26	24	3,060	201	145	1,784	4,700
	Tons of Curbside Yard Trimmings	37,265	48,105	2,601	3,162	48,105	3,034	2,948	56,481	45,864
	Tons of Curbside Bulk Recycled	257	127	2	0	127	10	16	323	250
	Tons of Curbside Brush Collected	6,447	3,323	28	2	3,323	840	903	8,339	6,700
	Tons of Curbside Textiles Collected	77	25	8	5	25	3	4	42	180
	Tons of Carts Recycled	166	193	0	27	193	19	34	163	150
	Total Diverted Tons Collected Curbside and from Drop Off Center Operations	96,813	106,955	6,903	7,768	106,955	8,149	8,092	118,841	110,448
Tons of Curbside Compost Collected**	22,040	38,711	2,205	2,671	38,711	3,034	2,948	53,455	45,864	
***Tons of Curbside Compost Collected" is included in the "Tons of Yard Trimmings Collected"										
Total Tons Collected Curbside and from Drop Off Center Operations		250,438	260,692	19,209	20,720	260,692	21,541	21,385	281,534	265,439
Estimated Percent of Curbside Collected Materials Diverted from Landfills by ARR		37.47%	40.38%	35.91%	37.47%	40.38%	37.38%	37.55%	41.96%	40.65%
Pounds of Trash collected per customer per pickup		24.78	25.57	25.17	26.45	25.57	25.19	24.41	25.52	24.62
Number of Trash and Recycling Customers		202,292	205,670	207,530	207,698	205,670	211,185	211,207	209,419	207,760
Pounds of Recycled materials collected per customer per pickup (every other week)		18.17	19.61	18.96	20.34	19.61	17.78	17.77	19.10	19.58
Pounds of Yard Trimmings collected per customer per week		7.12	9.05	5.82	7.07	9.05	6.67	6.48	10.43	8.53
Number of Yard Trimmings/Organics Customers		201,174	204,506	206,347	206,453	204,506	209,936	209,981	208,209	206,707
Total tons of Dead Animals Collected from COA rights-of-way and the animal shelter										
		30	34	2	2	34	2	3	31	30

Austin Resource Recovery Curbside Collection and Drop Off Center Operations



Estimated Percent of Curbside Collected Materials Diverted from Landfills by ARR

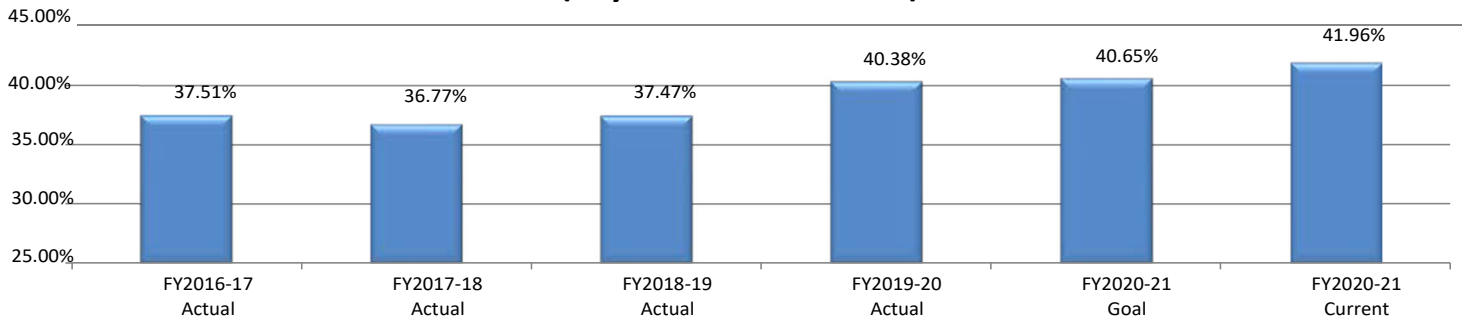


Reporting Status and Diversion Results for All Categories of Waste Generation

Category of Waste Generation	FY2016-17 Actual	FY2017-18 Actual	FY2018-19 Actual	FY2019-20 Actual	FY2020-21 Goal	FY2020-21 Current
Residential Waste Diversion (city serviced accounts)	37.51%	36.77%	37.47%	40.38%	40.65%	41.96%
Community Diversion Rate	*	*	*	*	*	*

*As prescribed in the Austin Resource Recovery Master Plan, the Department will conduct a detailed waste assessment study every five years to determine progress toward our Zero Waste goal. The first such study was published in 2015 and is titled Austin's 2015 Community Diversion Study. The study focused on estimating diversion from both ARR-serviced properties and commercial properties. Commercial properties include retail businesses, food service establishments, professional offices, industrial properties, institutional facilities, government facilities, and multifamily properties five units and larger. According to Austin's 2015 Community Diversion Study, Residential Waste Diversion Rate (city serviced accounts) represents approximately 15% and the Community Diversion Rate (accounts serviced by private waste haulers) represents approximately 85% of the total citywide wastage.

Residential Waste Diversion (city serviced accounts)



Category of Waste Generation	CY 2018	CY 2019	CY 2020
Commercial Tons Landfilled**	1,079,312	1,401,619	1,359,207
Commercial Tons Recycled**	402,292	470,786	435,875
Commercial Organics Tons**	80,906	102,215	81,436

** Numbers reported here are compiled from self-reported data submitted by licensed private waste haulers via semi-annual tonnage reports required under Section 15-6-3 of the City Code on a calendar year basis and as such, ARR does not attest to the accuracy of these amounts. These numbers reflect data from 100-200 licensed haulers (the number of haulers varies over time) and include haulers servicing dumpsters, roll-offs, construction and demolition debris, landscaping debris, and metal scrap. These numbers do not reflect all data sources included in Austin's 2015 Community Diversion Study.

Zero Waste Advisory Commission Meeting - November 2021
Single Stream Recycling Statistical Report
FY21: October-September
Texas Disposal Systems (TDS) and Balcones Resources, Inc. (BRI)

Month and Year	Contractor	Tons Delivered	Contractor Payments			Net Value to the City	Landfill Cost Avoidance	
			Revenue	Processing Cost	Net Amount Due/(Owed)		Cost Per Ton	Total
October 2020	TDS	2,094.01	\$81,991	\$189,508	(\$107,517)	(\$51.35)	\$22.8	\$47,890
	BRI	3,176.88	\$72,809	\$226,728	(\$153,919)	(\$48.45)	\$22.8	\$72,655
	Total	5,270.89	\$154,800	\$416,236	(\$261,437)			\$120,545
November 2020	TDS	2,451.34	\$102,134	\$221,846	(\$119,712)	(\$48.84)	\$22.8	\$56,062
	BRI	2,785.82	\$61,805	\$204,363	(\$142,558)	(\$51.17)	\$22.8	\$63,712
	Total	5,237.16	\$163,940	\$426,209	(\$262,269)			\$119,774
December 2020	TDS	2,487.24	\$113,935	\$225,095	(\$111,160)	(\$44.69)	\$22.8	\$56,883
	BRI	3,393.25	\$81,618	\$238,629	(\$157,010)	(\$46.27)	\$22.8	\$77,604
	Total	5,880.49	\$195,554	\$463,724	(\$268,170)			\$134,487
January 2021	TDS	2,349.30	\$114,152	\$212,612	(\$98,459)	(\$41.91)	\$22.8	\$53,728
	BRI	3,300.43	\$84,935	\$235,173	(\$150,238)	(\$45.52)	\$22.8	\$75,481
	Total	5,649.73	\$199,088	\$447,785	(\$248,697)			\$129,209
February 2021	TDS	1,594.73	\$79,885	\$144,323	(\$64,438)	(\$40.41)	\$22.8	\$36,471
	BRI	2,052.78	\$56,531	\$161,114	(\$104,582)	(\$50.95)	\$22.8	\$46,947
	Total	3,647.51	\$136,417	\$305,437	(\$169,020)			\$83,419
March 2021	TDS	3,043.48	\$161,486	\$275,435	(\$113,949)	(\$37.44)	\$22.8	\$69,604
	BRI	3,432.67	\$94,230	\$240,797	(\$146,566)	(\$42.70)	\$22.8	\$78,505
	Total	6,476.15	\$255,716	\$516,232	(\$260,516)			\$148,110
April 2021	TDS	2,135.54	\$119,927	\$193,266	(\$73,339)	(\$34.34)	\$22.8	\$48,840
	BRI	3,205.72	\$96,247	\$228,315	(\$132,067)	(\$41.20)	\$22.8	\$73,315
	Total	5,341.26	\$216,174	\$421,581	(\$205,407)			\$122,155
May 2021	TDS	2,468.37	\$153,870	\$223,387	(\$69,518)	(\$28.16)	\$22.8	\$56,452
	BRI	2,790.31	\$113,825	\$204,628	(\$90,803)	(\$32.54)	\$22.8	\$63,814
	Total	5,258.68	\$267,695	\$428,016	(\$160,321)			\$120,266
June 2021	TDS	2,384.16	\$173,198	\$215,766	(\$42,569)	(\$17.85)	\$23.8	\$56,958
	BRI	3,034.60	\$145,761	\$218,903	(\$73,142)	(\$24.10)	\$23.8	\$72,497
	Total	5,418.76	\$318,959	\$434,669	(\$115,711)			\$129,454
July 2021	TDS	1,983.53	\$163,691	\$179,509	(\$15,819)	(\$7.97)	\$23.8	\$47,387
	BRI	2,947.21	\$164,579	\$213,881	(\$49,302)	(\$16.73)	\$23.8	\$70,409
	Total	4,930.74	\$328,270	\$393,391	(\$65,121)			\$117,795
August 2021	TDS	2,575.28	\$239,872	\$233,063	\$6,809	\$2.64	\$23.8	\$61,523
	BRI	2,381.52	\$156,867	\$180,510	(\$23,643)	(\$9.93)	\$23.8	\$56,895
	Total	4,956.80	\$396,738	\$413,573	(\$16,834)			\$118,418
September 2021	TDS	1,930.38	\$181,323	\$174,699	\$6,624	\$3.43	\$23.8	\$46,117
	BRI	3,006.21	\$196,560	\$217,342	(\$20,781)	(\$6.91)	\$23.8	\$71,818
	Total	4,936.59	\$377,884	\$392,041	(\$14,157)			\$117,935
	FY21 Totals	48,180.63	\$1,908,341	\$3,859,889	(\$1,951,548)			\$1,107,418



Austin Resource Recovery

FY20 Customer Satisfaction Survey

Data Analytics & Business Intelligence



FY21Q2

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Data Analytics and Business Intelligence (DABI)

Working with DABI at Austin Energy



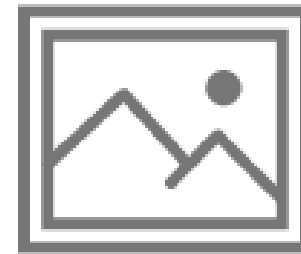
Unbiased,
Trusted
Advisor

+



Experienced
Analytics Team

=



Big Picture
Insights





Data Analytics and Business Intelligence (DABI)

OUR COA PARTNERS

Austin 311
Austin Energy
Austin Resource Recovery
Austin Water
COA Budget Office
Neighborhood Housing
Ofc. Performance Mgmt.
Parks and Recreation
Public Health
Transportation

Team with nearly
40
years of customer
insight research
experience

OUR RESOURCES

ArcGIS
Census
Economic Data
ESRI Data
Qualtrics
Salesforce.com
SAS
SPSS
Tableau
TCAD













Data Analytics and Business Intelligence (DABI)

Data Collection Process



Why this data is needed and who is going to use it

Methodology Summary

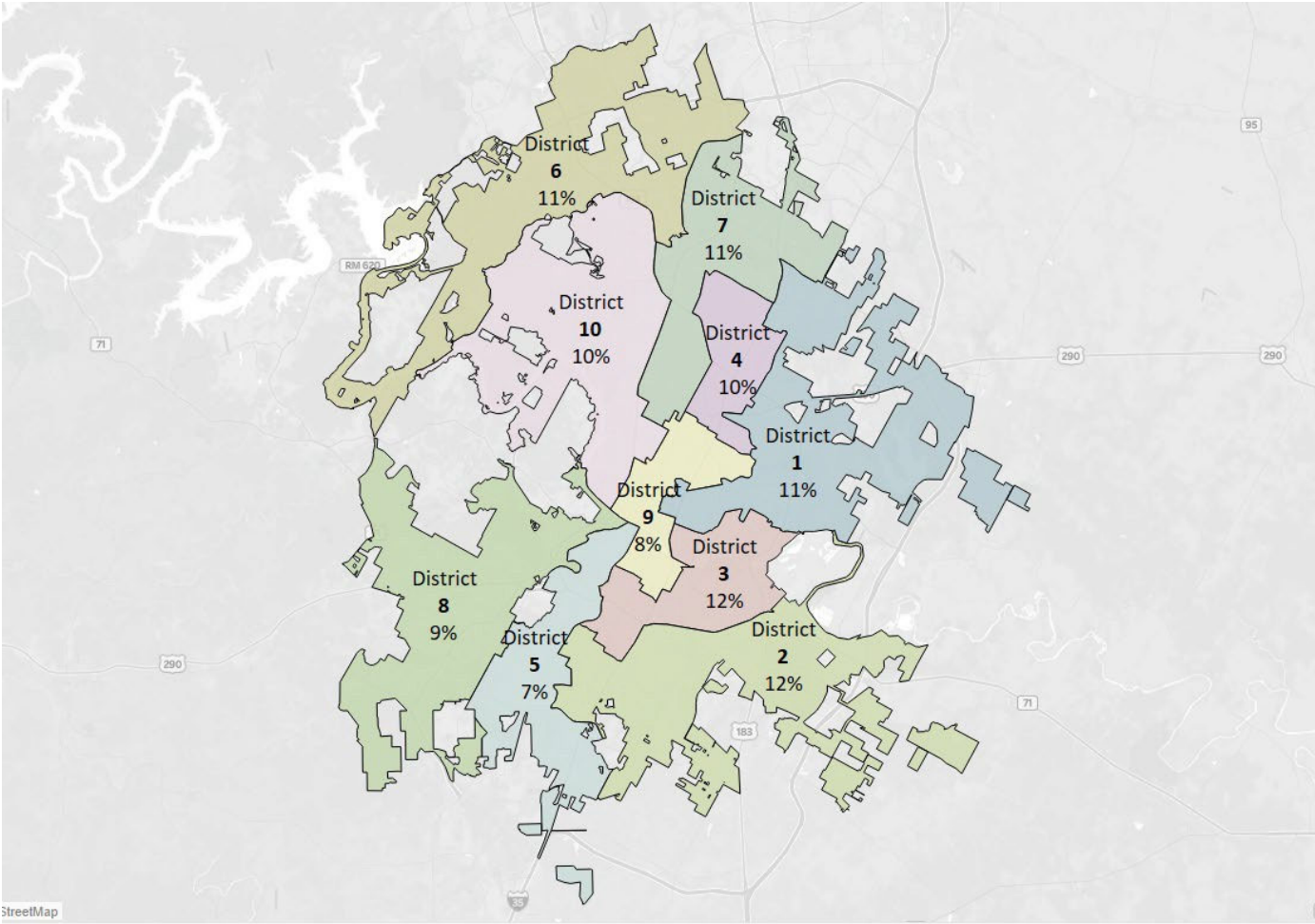
YEAR		FY16	FY17	FY18	FY19	FY20
METHODOLOGY		 online survey, email invite	 online survey, email invite	 online survey, email invite	 online survey, email invite	 +  phone & online survey, call & email invite
ENGAGEMENT (began survey)		857	1,159	835	1,073	993
COMPLETION (completed survey)		780	1,112	800	1,028	922
SPANISH (completed survey in Spanish)		4	3	3	2	55



Note: Sample is from COA Utilities accounts with email addresses.

Customer Demographics

Responses by District



District	Responses
1	11%
2	12%
3	12%
4	10%
5	7%
6	11%
7	11%
8	9%
9	8%
10	10%

Due to rounding, numbers may not always add up to 100%.
Data based on sample size n= 922.

Customer Demographics



85% Single family homes
12% Townhouse, duplex, triplex, or fourplex
2% Condo
1% Other



18% 50k or less
23% 50k to under 100k
30% 100K or more
28% preferred not to respond or were unsure



10% 34 years old and under
37% 35-54 years old,
47% 55 years old or older
6% Preferred not to respond



10% Completed some or graduated high school
51% Completed some or graduated college
30% Postgraduate work
9% Other or preferred not to respond



20% Less than 10 years
18% 11-20 years
57% More than 20 years
4% Preferred not to respond



Due to rounding, numbers may not always add up to 100%. Sample size may vary by question.

Summary of Results

FY20 Results



FY19 Results (%)



Recommendations

Recycling

Customers continue to request weekly pick-up, consider expanding service

Street Sweeping

Customers question the frequency and effectiveness of service, consider increasing awareness

Communication

Increase awareness of available services, accepted materials, service schedules and service interruptions to aid customer satisfaction



Presentation Notes: Surveys collected via phone and electronically. Very satisfied results are a combination of responses that selected 8, 9, 10 on a scale of 1 to 10. The ▲ or ▼ will denote a significant difference to the previous year at a 95% confidence interval. FY20 data based on sample size: n= 922. Sample size may vary by question. Due to rounding, numbers may not always add up to 100%. Q2.14 -Please rate your overall satisfaction with Austin Resource Recovery employees on a scale of 1 to 10; Q2.8 -Please rate your overall satisfaction with the service provided by Austin Resource Recovery using a scale of 1 to 10; Q2.18 -On a scale of 1 to 10, for the money you pay, how would you rate the value of the programs and services you receive from Austin Resource Recovery?

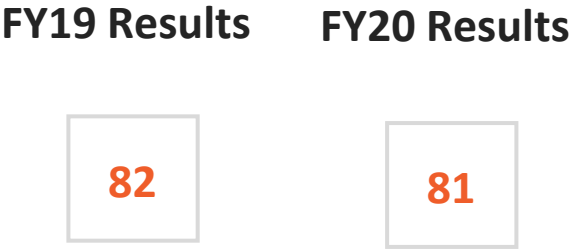


Summary of Results

FY20 Results



Overall Satisfaction (%) *



Note: *Annual overall satisfaction is the average of 3 questions.
Q2.14 -Please rate your overall satisfaction with Austin Resource Recovery employees on a scale of 1 to 10; Q2.8 -Please rate your overall satisfaction with the service provided by Austin Resource Recovery using a scale of 1 to 10; Q2.18 -On a scale of 1 to 10, for the money you pay, how would you rate the value of the programs and services you receive from Austin Resource Recovery?



Customer Satisfaction

with the Service Provided by ARR and Employees *

FY16 Results	FY17 Results	FY18 Results	FY19 Results	FY20 Results
77%	80%	81%	84%	84%



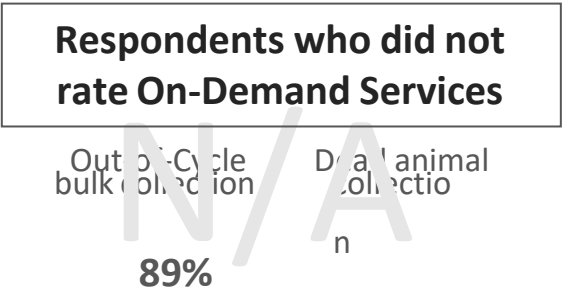
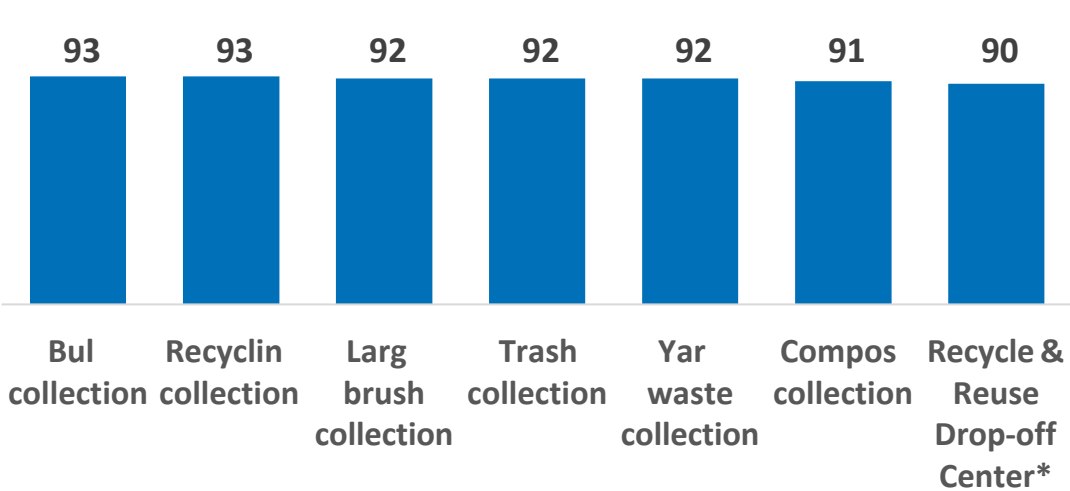
Note: *Annual results are an average of 2 questions.
Q2.14 -Please rate your overall satisfaction with Austin Resource Recovery employees on a scale of 1 to 10; Q2.8 -Please rate your overall satisfaction with the service provided by Austin Resource Recovery using a scale of 1 to 10.

Satisfaction with Employees

FY20 Results



Satisfaction w/ Employee Groups (%)



Note: *Smaller sample size. N/A numbers represent the percentage of respondents from our sample size that did not answer the satisfaction with employee(s) question.
Q2.12/Q2.13 -Considering just the employee(s) with whom you interacted or observed performing their job, please rate your level of satisfaction on a scale of 1 to 10. If you have not interacted with an employee performing a service, please select "N/A."

Satisfaction with Employees

FY20 Results



Year Over Year Satisfaction (%)

Employee Group	2019	2020	Change
Bulk collection	92	93	+ 1
Recycling collection	92	93	+ 1
Large brush collection	92	92	0
Trash Collection	89	92	+ 3
Yard waste collection	91	92	+ 1
Compost collection	90	91	+ 1
Recycle & Reuse Drop-off Center*	93	90	- 3
Dead animal collection*	77	85	+ 8
Out-of-Cycle bulk collection*	87	82	- 5
Street sweeping*	79	80	+ 1



Note: *Smaller sample size.
Q2.12/Q2.13 -Considering just the employee(s) with whom you interacted or observed performing their job, please rate your level of satisfaction on a scale of 1 to 10. If you have not interacted with an employee performing a service, please select "N/A."

Satisfaction with Employees

FY20 Results



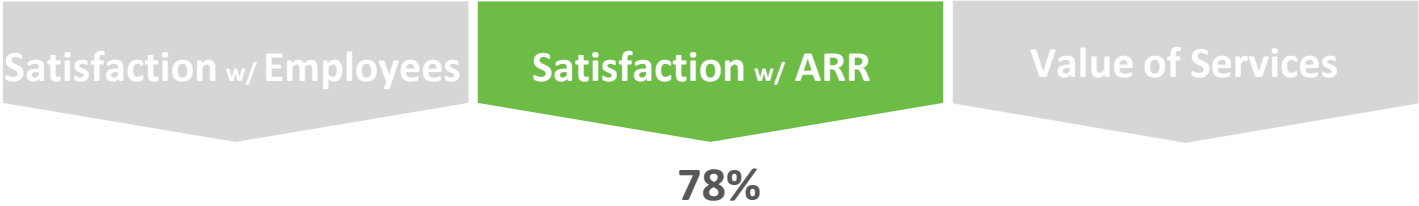
Customer Comments on High Satisfaction with Employees



Q2.14 -Please rate your overall satisfaction with Austin Resource Recovery employees on a scale of 1 to 10; Q2.16 -Please explain why you gave that response.

Satisfaction with ARR Services

FY20 Results



Satisfaction w/Communication Tools (%) *

Tool	Satisfaction	Engagement
My Schedule tool (online)	82	39
Austin Recycles mobile app	78	16
Mailers	75	64
ARR’s website	73	46
Newsletters	66	36
Cart tags	61	29
Nextdoor	59	32
Austin Recycles (ARR) Facebook page	58	11
Community events	53	19
Zero Waste Block Leader program	38	11

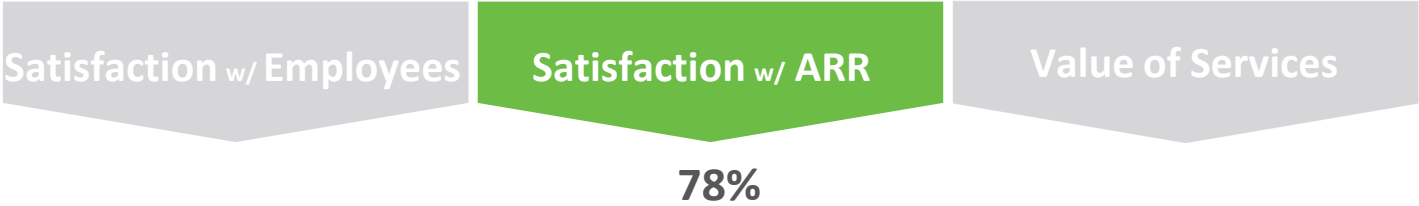


Note: *FY20 survey added the satisfaction with communication tool(s) question. Engagement numbers represent the percentage of respondents from our sample size that answered the satisfaction with communication tool(s) question.
Q2.4 -On a scale of 1 to 10, how satisfied are you with the following communication tools regarding ARR services? If you have not used the tool, please select "N/A."



Satisfaction with ARR Services

FY20 Results



Services w/ Low Usage (%)

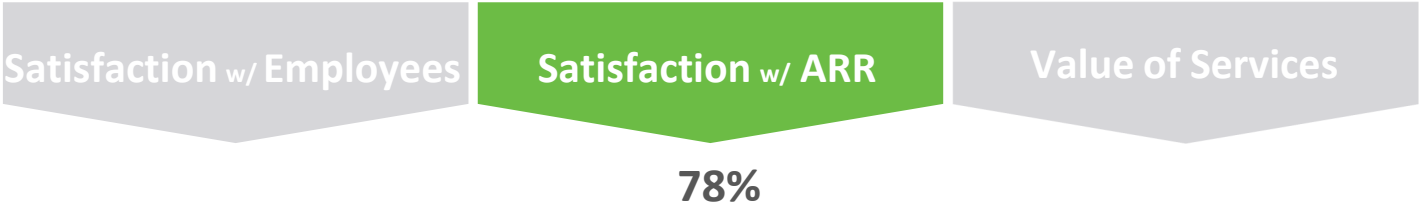
Service	Satisfaction	Engagement
ARR Austin Reblend	73	18
Dead animal collection	72	20
Austin Reuse Directory*	69	13
Home composting classes	61	10
Curbside clothing and housewares collection*	54	21
Home composting rebate	54	12
Out-of-Cycle bulk collection	52	15
Fix-It-Clinic or online Fix-It-Class*	51	6
Chicken keeping rebate	49	5
Chicken keeping classes	42	6



Note: *FY20 survey added Austin Reuse Directory, curbside clothing and housewares collection to the satisfaction with service(s) question and edited Fix-It-Clinic to include online Fix-It-Class. Engagement numbers represent the percentage of respondents from our sample size that answered the satisfaction with service(s) question.
Q2.7 -On a scale of 1 to 10, how satisfied are you with the following ARR services? If you have not used the service, please select "N/A."

Satisfaction with ARR Services

FY20 Results



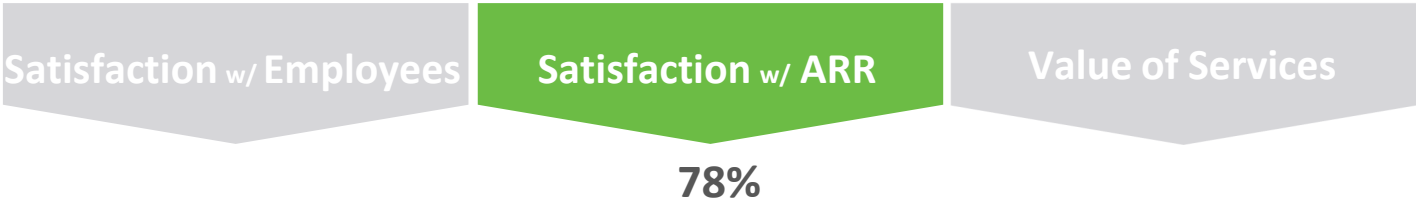
Satisfaction w/ Highly Used Services (%)



Q2.5 -On a scale of 1 to 10, how satisfied are you with the following ARR services? If you have not used the service, please select "N/A."

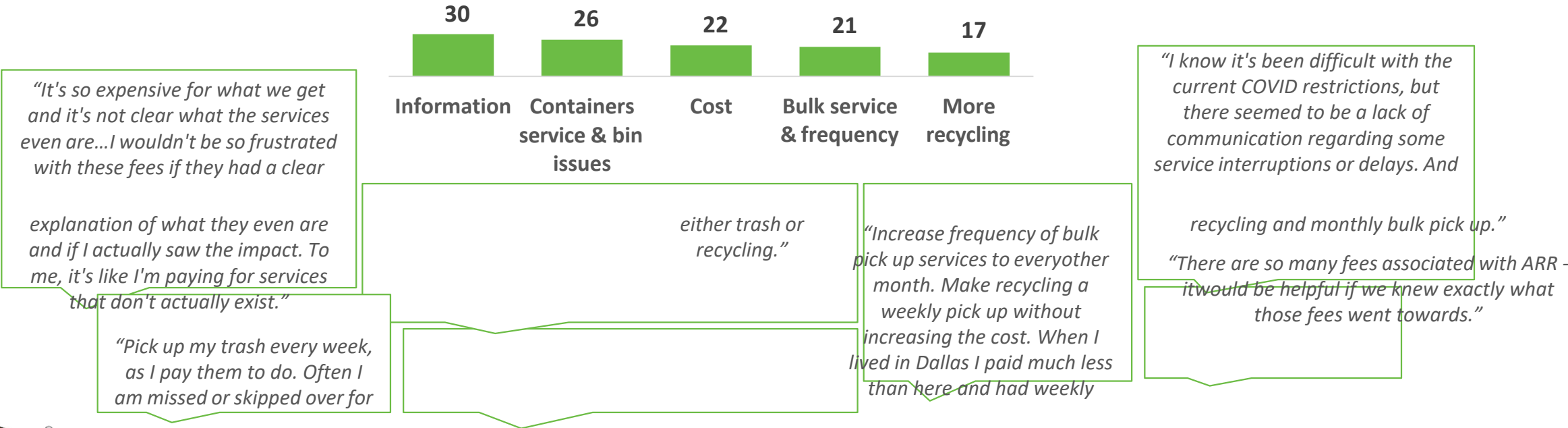
Satisfaction with ARR

FY20 Results



Customer Dissatisfaction Comments

Top 5 Categories (%)





“I know that the collectors (trash pickup, recycle, compost) have to work fast so they get to everyone, but do they have to push the containers so hard that they fall over and crack?”

the bulk trash pickup hasn't happened in a very long time or if it did we missed it due to lack of communication...”

“Place my cans Upright and at the curb, not 4 feet from it!”

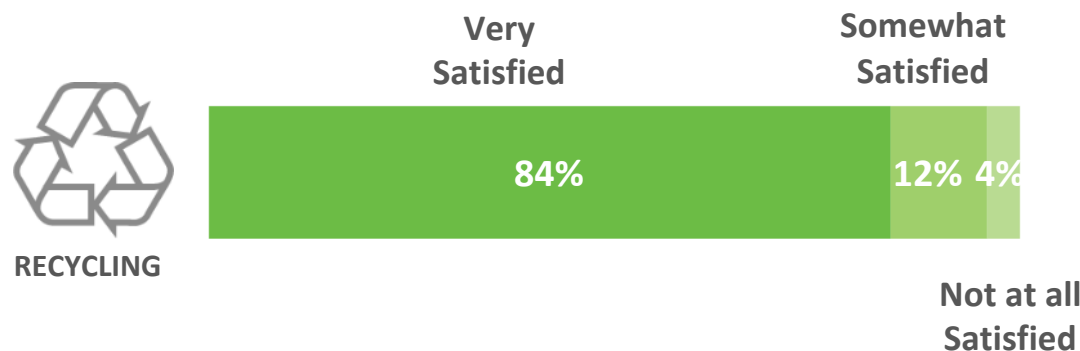
Total Comments: **170**

Note: Customer comments may have multiple associated topics. Category percentages are calculated using comment totals.
Q2.9 -What could Austin Resource Recovery do to increase your level of satisfaction? Please be specific.

Satisfaction with ARR Services

Recycling

FY20 Results



Most Discussed Topic

31% More Recycling – requests for weekly service, larger or additional bins

Customer Comments

- "Recycling needs to be more frequent. We never have enough room in the can."*
- "I wish Recycling was every week. Every other week discourages those using it. We run out of space and items end up in the trash. Especially with the higher volume of shipping boxes during Covid."*
- "Would love to have recycling picked up weekly. Our bin is always full by the second week."*
- "My only suggested change would be to have recycling pick up every week... by the time two weeks have passed, by recycling bin is overflowing a lot of the time, and I have to divert some of it to trash."*
- "Recycling pick-up should be every week. This is crucial and we are always stressed about not having enough room in the bin."*
- "I wish recycling pick up was every week and there was clear guidance on what's allowed and what's not."*
- "Everything is great except that we almost always have more recycling that can fit in the provided container. recycling pick up every other week isn't frequent enough."*

Total Recycling Comments: 225



Note: Customer comments may have multiple associated topics. Topic percentages are calculated using comment totals.

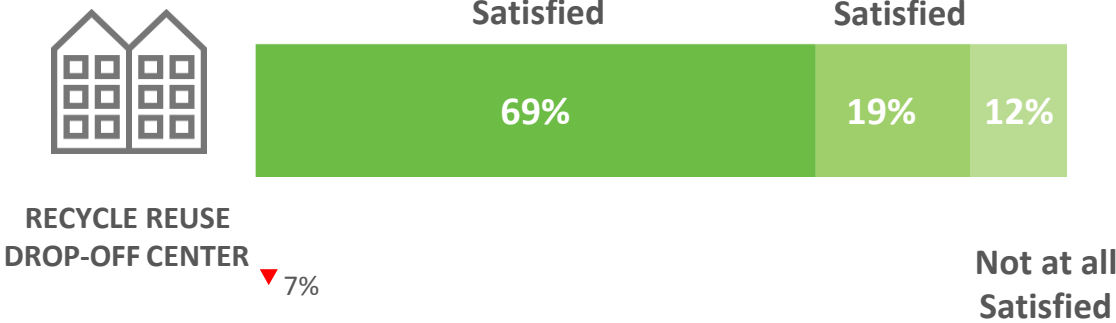


Q2.5 -On a scale of 1 to 10, how satisfied are you with the following ARR services? If you have not used the service, please select “N/A”; Q2.9 -What could Austin Resource Recovery do to increase your level of satisfaction? Please be specific; Q2.10 -Please explain why you gave that response.

Satisfaction with ARR Services

Recycle & Reuse Drop-Off Center

FY 20 Results



Summary of Comments

- 65% Access – closure, scheduling, and hours of operation
- 23% Location – inconvenience, request additional sites
- 19% Positive and general commentary

Customer Comments

“Service is always there and the Resource Recovery Center was great!”

“The household recycling center is too far south with not enough weekend hours. It'd be nice to have one up north too.”

“Open the facility on Business Center Drive. It has been closed for way too long, and is not a covid danger.”

“The reuse center is too far away to feasibly use.”

“The Austin Recycling Center was a place I went frequently before the shutdown due to the virus. I wish it would reopen for customers again. I can never reach anyone by phone to schedule a pickup.”

“I really like the Drop-Off Center (when open) especially the free mulch which is the best mulch available.”

“My only suggestion is for you to provide a way to dispose of hazardous chemicals and paint in all parts of town. Even just a temporary pop-up location in various parts of town a few times a year would be helpful.”

Total Recycle & Reuse Drop-off Center Comments: 57

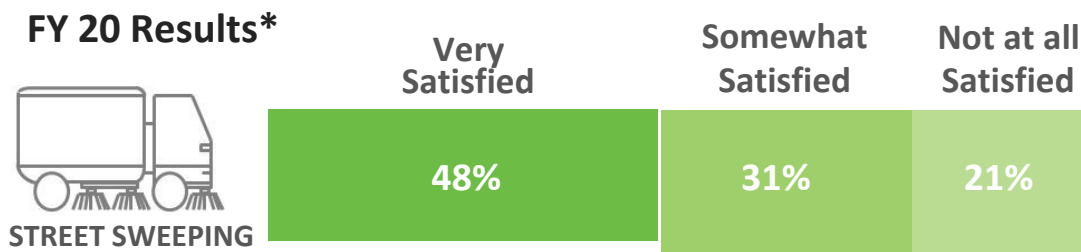




Note: Customer comments may have multiple associated topics. Topic percentages are calculated using comment totals.
Q2.6 -On a scale of 1 to 10, how satisfied are you with the following ARR services? If you have not used the service, please select “N/A”; Q2.9 -What could Austin Resource Recovery do to increase your level of satisfaction? Please be specific; Q2.10 -Please explain why you gave that response.

Satisfaction with ARR Services

Street Sweeping



Summary of Comments

- 46% Frequency
- 28% General commentary
- 24% Awareness
- 20% Cost

Customer Comments

"Street sweepers are my bike lane heroes (although a few more of them would be awesome)!"

"Street cleaning is virtually non-existent and not worth how much EVERYONE is billed."

"Street sweeping is not effect, so therefore the automatic charge for it is not justified."

"It is very clean on the street."

"Street Sweepers - we don't know when they're coming, so people have their cars in the streets and the streets don't get fully swept - is there a schedule or something??"

"Street sweeping used to be on a regular schedule but hasn't been coming regularly since COVID started. The streets are filthy now."

"As far as street sweeping, we pay for some sort of street service in our bill and yet in the past 1.5 years there has never been a sweeper come through that I know of."

Total Street Sweeping Comments: 46



Note: *Satisfaction results have been stable for the last 5 years. Customer comments may have multiple associated topics. Topic percentages are calculated using comment totals.



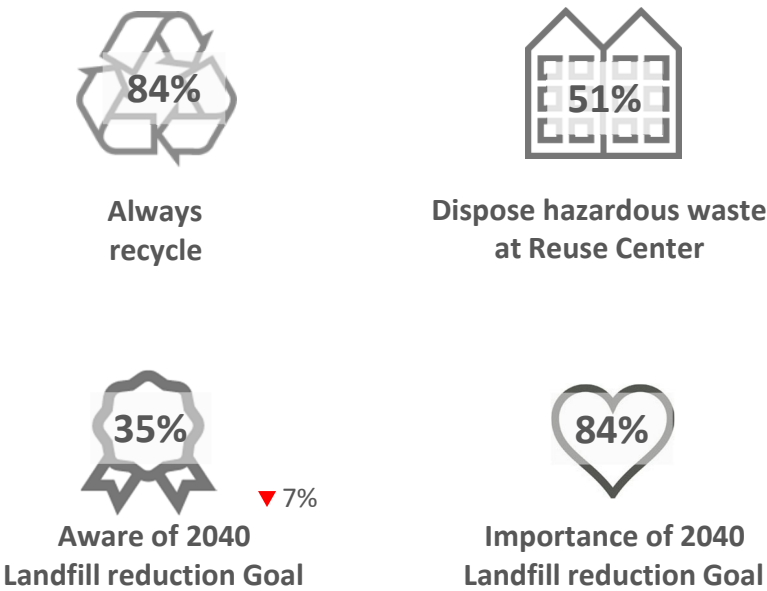
Q2.6 -On a scale of 1 to 10, how satisfied are you with the following ARR services? If you have not used the service, please select “N/A”; Q2.9 -What could Austin Resource Recovery do to increase your level of satisfaction? Please be specific; Q2.10 -Please explain why you gave that response.

Satisfaction with ARR Services

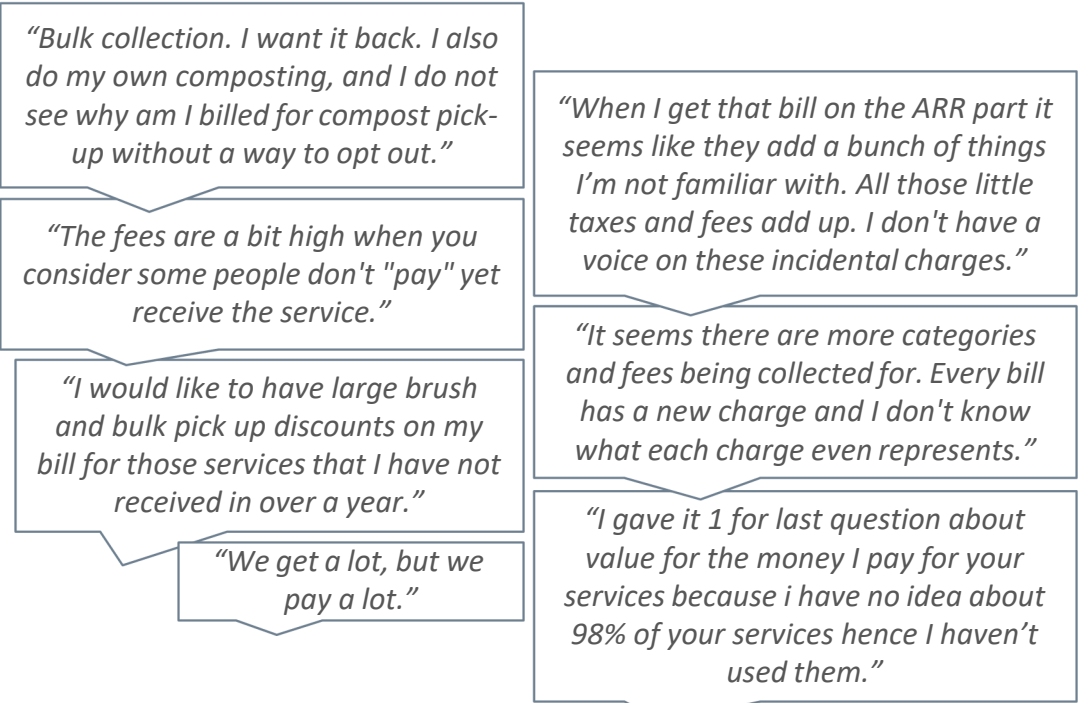
FY20 Results



Customer Engagement w/ ARR Services and Goals



Customer Comments for Low Service Value Satisfaction



Q2.1 -People may not recycle all of the time, for different reasons. Do any of these statements describe you regarding recycling in your home? Please select all that apply; Q2.21 -How do you typically dispose of household hazardous waste materials, such as paints, cleaners, oils, batteries, and



pesticides; Q2.22 -On a scale of 1 to 10, how knowledgeable are you about the goal to reduce the amount of trash sent to landfill by 90% by 2040; Q2.23 -On a scale of 1 to 10, how important is ARR's goal to reduce the amount of trash sent to landfill by 90% by 2040; Q2.19 -What could Austin Resource Recovery do to increase the value of its services to you? Please be specific.



Summary of Results

Satisfaction with Employees

Customers continue to hold a favorable view of ARR employees. Their service and hard work is appreciated.

Satisfaction with Services

Satisfaction increased for composting and recycling while decreasing for bulk and brush. Dissatisfaction is attributed to service interruptions, delays, and low service frequency.

Value of Services

Satisfaction decreased for service value. In open text comments customers attribute cost as a factor in their dissatisfaction.

Awareness and Importance of 2040 Goal




Knowledge of the 2040 goal varies by customer population; however, view of the importance of the goal remains consistent

Communication and Information

across populations.

Effect of the Pandemic

Customers continue to ask for more information of available programs, request service updates, and want more communication from ARR to educate and inform the public.



Engagement declined for the disposal of hazardous and difficult to dispose materials, service interruptions impacted satisfaction levels, and service costs were mentioned more frequently by customers.

Year over Year Summary

	FY12	FY13	FY15	FY16*	FY17	FY18	FY19	FY20*
Satisfaction with Employees	78%	75%	83%	82%	84%	85%	89%	89%
Value of Services	73%	70%	74%	62%	70%	74%	79%	76%
Satisfaction with ARR service	82%	82%	84%	71%	75%	77%	79%	78%
Large brush collection satisfaction	82%	77%	72%	78%	79%	77%	80%	77%
Yard waste collection satisfaction	83%	76%	76%	81%	82%	84%	85%	84%
Trash collection satisfaction	87%	86%	87%	84%	82%	85%	87%	87%
Recycling satisfaction	85%	83%	85%	81%	80%	82%	81%	84%
Bulk collection satisfaction	82%	72%	78%	76%	76%	74%	75%	71%
Curbside composting satisfaction	-	-	-	-	83%	80%	82%	84%
Street sweeping satisfaction	-	62%	74%	49%	50%	49%	48%	48%
Recycle & Reuse Drop-off Center Satisfaction	-	-	-	70%	72%	75%	76%	69%
Knowledgeable of 2040 landfill reduction goal	14%	16%	16%	39%	38%	43%	42%	35%
Take Hazardous waste to City facility	44%	36%	40%	53%	54%	56%	54%	51%



Note: *FY16 methodology transitioned from phone to online/email survey. FY20 incorporated a phone survey to target harder to reach populations.

Data based on sample size: FY16 n= 781, FY17 n= 1,112, FY18 n= 800, FY19 n= 1,028, FY20 n= 922



Questions regarding survey:

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(512) 322-6053





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